

ROCKDALE COUNTY, GEORGIA

REQUEST FOR VOUCHER CHECK

DATE: 9.26.16
PAYABLE TO: InterDev, LLC
ADDRESS: 2650 Holcomb Bridge Rd, Ste 310
CITY, STATE, ZIP: Alpharetta, GA 30022
VENDOR #: 51916

ACCOUNT #		
	Invoice# CW1010227 Rockdale County Full Outage-Emergency Tier 3 Support	13,023.54
	Invoice# CW1010226 Rockdale County-Emergency Tier 3 Support	5,204.56

The above expenditure is necessary for the operation of the County and a purchase order has not been issued for same.

TOTAL

\$18,228.10


Department Head/Elected Official

This request for voucher has been reviewed by the Finance Department for conformance to purchasing rules.

The amounts stated on this REQUEST FOR VOUCHER have been verified as being available from unencumbered County Funds.

Initials

Date

2016-355

Invoice Time Detail

Invoice Number: CW1010227
Company: Rockdale County

Charge To: Rockdale County / Rockdale County Down - Full Outage Location: IT Building

Date	Staff	Notes	Bill	Hours	Rate	Ext Amt
09/04/2016	Schultheiss, Daniel	Service Ticket:294233 Summary:Rockdale County Down - Full Outage -Was able to log into the "SpiceWorks" server through labtech as it is running on a "non-production" vmware host using local storage -Determined that Connectivity seemed okay, was able to log into the Cisco UCS manager at https://10.1.199.10 (login details in secret server) -ESXi hosts in the UCS system were all up and running, however it appears that the storage is offline. -Logged into the EMC VNXe3200 web GUI at https://10.150.80.254 and had to log in as "Service" -Once logged in, the interface showed that both processors were in service mode. A case with EMC was opened - Case number 81677152. -EMC Support verified that the issue was caused by a power outage and an improper shutdown that left the cache in a dirty shutdown state. -EMC support requested someone onsite connect to the service ports so that they could access the unit via IPMI connection. Bruce went onsite and cabled the service ports to the ESX host that Spiceworks is running on 10.4.0.60 (credentials in SecretServer). -The Service ports were cabled to the ESX host and a new virtual switch was created with the nic's cabled to the service ports. I new virtual nic on the Spiceworks server was created on the same virtual switch as the service ports. For some reason I am currently only able to access SPB at 128.221.1.253. SPA should be 128.221.1.252. Support said that this situation is okay. -Support is running recovery and I am monitoring.	Y	1.20	265.00	\$318.00
09/05/2016	Schultheiss, Daniel	Service Ticket:294233 Summary:Rockdale County Down - Full Outage -Was able to log into the "SpiceWorks" server through labtech as it is running on a "non-production" vmware host using local storage -Determined that Connectivity seemed okay, was able to log into the Cisco UCS manager at https://10.1.199.10 (login details in secret server) -ESXi hosts in the UCS system were all up and running, however it appears that the storage is offline. -Logged into the EMC VNXe3200 web GUI at https://10.150.80.254 and had to log in as "Service" -Once logged in, the interface showed that both processors were in service mode. A case with EMC was opened -	Y	4.20	265.00	\$1,113.00

		<p>Case number 81677152.</p> <p>-EMC Support verified that the issue was caused by a power outage and an improper shutdown that left the cache in a dirty shutdown state.</p> <p>-EMC support requested someone onsite connect to the service ports so that they could access the unit via IPMI connection. Bruce went onsite and cabled the service ports to the ESX host that Spiceworks is running on 10.4.0.60 (credentials in SecretServer).</p> <p>-The Service ports were cabled to the ESX host and a new virtual switch was created with the nic's cabled to the service ports. A new virtual nic on the Spiceworks server was created on the same virtual switch as the service ports. For some reason I am currently only able to access SPB at 128.221.1.253. SPA should be 128.221.1.252. Support said that this situation is okay.</p> <p>-Support is running recovery and I am monitoring.</p>				
09/05/2016	Schultheiss, Daniel	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down - Full Outage</p> <p>-Left web meeting with Bruce working with Support. Bruce will contact me if/when additional action is needed.</p>	Y	0.70	265.00	\$185.50
09/05/2016	Schultheiss, Daniel	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down - Full Outage</p> <p>With the assistance of EMC the LUNS on the VNXe3200 were rebuilt and the corrupted cache was also rebuilt. The re-enabled access to the virtual machines. When starting to check services it looked like three domain controllers would not boot (RCG-DC2, RCG-DC3, and ODY-PDCTRL). Since RCG-DC2 and RCG-DC3 were the listed DNS servers for all other servers and the DNS server distributed through DHCP services were essentially unavailable. A case was opened with Microsoft to help resolve the issue. While looking into the situation it also appeared that we were unable to open Veeam. This may be related to the two DC's being down. The suspected path is to seize the FSMO roles from DC2 and DC3, perform a force demotion of DC2 and DC3 through DSRM, perform an AD cleanup using NTDSUtil and then re-promote DC2 and DC3. This is indeed what we had to do, but since DC3 was also a certificate authority we also had to back up the certificate authority, remove it, and restore it once the server was once again a domain controller. After the servers were back up and running I also noticed that the VPN was no longer functioning. This was troubleshot and resolved as well. Once these two domain controllers were back up and running Veeam was rebooted and appeared to work properly. My guess is that changing the local DNS server on Veeam to the domain controller that was up would have resolved this problem. ODY-PDCTRL was restored using Veeam.</p>	Y	9.50	265.00	\$2,517.50
09/05/2016	Gower, Scott	<p>Service Ticket:294233</p>	Y	5.10	265.00	\$1,351.50

		<p>Summary:Rockdale County Down - Full Outage</p> <p>Work w/ Veeam to restore the AD Domain Controller for ODY domain. Tested okay be end user personnel Work w/ Microsoft support on Exchange databases.</p> <p>Created a new drive on SAN - 1.5TB of space, as the current drives all show something amiss with them in the logs.</p> <p>Copied the smaller database, Mailbox Database 1126104002, to the new drive.</p> <p>Ran ESEUTIL against the copy. Using ADSIEDIT, re-routed the paths for the datastore to make the repaired version on H: the active copy. Mounted that database.</p> <p>Began the copy of the larger database to H: drive in order to have a copy to work on.</p>				
09/06/2016	Gower, Scott	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down - Full Outage</p> <p>Work w/ Veeam to restore the AD Domain Controller for ODY domain. Tested okay be end user personnel Work w/ Microsoft support on Exchange databases.</p> <p>Created a new drive on SAN - 1.5TB of space, as the current drives all show something amiss with them in the logs.</p> <p>Copied the smaller database, Mailbox Database 1126104002, to the new drive.</p> <p>Ran ESEUTIL against the copy. Using ADSIEDIT, re-routed the paths for the datastore to make the repaired version on H: the active copy. Mounted that database.</p> <p>Began the copy of the larger database to H: drive in order to have a copy to work on.</p>	Y	0.50	265.00	\$132.50
09/06/2016	Schultheiss, Daniel	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down - Full Outage</p> <p>Check on the status of Rockdale services and it appears that Scott was able to get one of the two mailbox databases mounted, but the larger one was still not mounted. Immediately performed a "Dialtone" restore, by changing the path to the old database, and then trying to mount the database which forces exchange to create a new blank database. Once this was done, mail still was not flowing. It appeared that the Fortimail was not functioning properly. A ticket was opened with Fortinet and the Fortimail appliance was by-passed in the firewall. Mail still was not flowing, and it turned out that the transport database on the CAS server was corrupted. Again, the old path was renamed and a blank new path was created. This allowed Exchange to recreate the transport database and mail began to flow.</p> <p>Once Fortinet support called me back, it was determined that the old Fortimail appliance was in a non-recoverable state. We were able to export the config, but a new virtual appliance was downloaded and</p>	Y	3.00	148.02	\$444.06

		installed. It was then put back in line to filter mail.				
09/06/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage Work on stabilizing the Exchange server. Smaller database already mounted. Planning of the next steps - work on fixing the copy of the larger database.	Y	5.00	148.02	\$740.10
09/06/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage Work with Veeam on restoring the larger database, in case its needed.	Y	3.00	148.02	\$444.06
09/06/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage Check on the status of the repair and the restore operation - all running.	Y	0.50	265.00	\$132.50
09/07/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage The ESEUTIL repair failed sometime during the night with an error code that indicates the problem was terminal - repair no longer possible. The restore also failed since the server seems to have rebooted. Need to consult with Veeam if we can pick up where it left off or have to start over.	Y	2.50	148.02	\$370.05
09/07/2016	Schultheiss, Daniel	Service Ticket:294233 Summary:Rockdale County Down - Full Outage A hour was spent throughout the day assisting with miscellaneous requests such as deleting a message known to contain a virus from every mailbox in the organization.	Y	1.00	148.02	\$148.02
09/07/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage Work w/ Veeam and VMWare to get the 2nd restore attempt underway, and get the assistance from Microsoft lined up	Y	2.20	148.02	\$325.64
09/07/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage Restore restarted and running at a fair speed. Should finish in the evening sometime.	Y	2.10	148.02	\$310.84
09/07/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage Work with Microsoft to test the restored database, get it in place as the primary database, and get it tested by someone (ie, Bruce). Bruce responded it was accessible and contained the data from before the problems began. Began the merge of the temporary database with only his mailbox. Bruce reported Outlook didn't show the new stuff (due to cached mode, this was expected) but OWA sees all the information. Began the merge process for the other 1494 mailboxes - this will run for a while.	Y	2.40	265.00	\$636.00

09/08/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage Checked the merge status - noted the mailboxes that had had a failure, along with those who appeared more than once (and thus also did not participate in the merge)	Y	0.70	148.02	\$103.61
09/08/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage Untangled the mailboxes that were considered "duplicates" by the merge process, and got them to merge properly. Addressed the nine mailboxes that failed to merge. Found they were over the mailbox limit - once the limit was raised for those mailboxes, the merge was successful.	Y	2.40	148.02	\$355.25
09/09/2016	Schultheiss, Daniel	Service Ticket:294233 Summary:Rockdale County Down - Full Outage The VMWare datastore that contained one of the virtual hard disks for Rockmail became full causing the virtual machine to shutdown. The datastore was expanded but the machine still would not boot, saying that it needed to be consolidated. A case was opened with Veeam (01901077) and they assisted to help start the snapshot deletion. After the snapshot deletion finished, a consolidation is necessary. Handed this case off to Scott at 9 to drive into work.	Y	1.50	148.02	\$222.03
09/09/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage Worked w/ VMWare to get the Rockmail virtual machine back up and operational - it was stalling while consolidating the snapshots, and would not power on. After power-on, the databases for Exchange would not mount. Worked on those w/ Microsoft. Got the temp database (which was mounted as a Recovery database for merging it into the production database) to mount with little-to-no-intervention. The Public DB also mounted after a delay with no intervention. Soft repair and log replay got the smaller of the two mail databases to mount. Additional steps on the larger, main database proved troublesome. Finally mounted the recovery database back in as the production database, functionality was confirmed by Bruce. Set the production database (which is actually showing a "clean shutdown" status but still will not mount) to a hard repair process, and also began a restore of the production database from Sunday's backup to the "H" drive, which is not intended as a permanent addition to the server, but is the only place a file this size could go. Backups are, for now, disabled to prevent them from interfering with the repair or the restoration by attempting to "lock" those files to back them up. Since they're not technically Exchange databases at this point, Veeam will not treat them as such and	Y	6.50	148.02	\$962.13

		back them up without a file lock. Both processes are running, and have some time yet to go before further steps will be possible.				
09/09/2016	Schultheiss, Daniel	Service Ticket:294233 Summary:Rockdale County Down - Full Outage -Took over for Scott so he could get some lunch. Still working with Microsoft to get Mail DB1 to repair and mount. -Looks like the DB is too corrupted and will not mount, even in clean shutdown state.	Y	0.90	148.02	\$133.22
09/11/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage Work w/ Microsoft to get the "Recovery" database, AKA the "temp" database, back online and mounted. Started the merge from the Recovery/temp database into the production. Will check the status later, when its had time to run.	Y	1.20	265.00	\$318.00
09/11/2016	Gower, Scott	Service Ticket:294233 Summary:Rockdale County Down - Full Outage Checked the status of the merge. Fixed the expected "duplicates" via the same process as before, by using the "MAILGUID" instead of the "Display Name" property. New set of "Failed" mailboxes. Attempted to raise the mailbox limit, which fixed this failure on the other mailboxes in the prior merge, but this did not alleviate the problem. Mailboxes are Deborah Lowery, Kelly Foster, Holly LeFontaine, and Carla Bernskoetter. Advised Bruce accordingly.	Y	1.00	265.00	\$265.00
09/12/2016	Adkison, Todd	Service Ticket:294233 Summary:Rockdale County Down - Full Outage ----- Steps Taken: - Troubleshoot Veeam and Datastore space issues. - Attempted to consolidate snapshots on RockMail. - Rockmail ran out of disk space and shutdown. - Migrated RockMail VMware configuration to RCG-NFS-BFD-10. - Increased the RCG-NFS-VMDB-2 datastore from 1.9 TB to 2.3 TBs. - Researched consolidating CTK files. - Started VM backup. - Began moving 00001.vmdk file and corresponding CTK to RCG-NFS-BFD-10. ----- Next Steps: - Continue to monitor Veeam backup and file move process.	Y	4.30	148.02	\$636.49
09/13/2016	Adkison, Todd	Service Ticket:294233 Summary:Rockdale County Down - Full Outage ----- Steps Taken: - Followed on the Exchange Veeam backup. - Exchange Veeam backup completed	Y	2.50	148.02	\$370.05

		<p>successfully and freed ~800 GBs of space on the RCG-NFS-VMDB-2 datastore.</p> <ul style="list-style-type: none"> - Contacted Bruce and discussed next steps. - Began investigating failed Veeam backups for the domain controllers, specifically RCG-DC2 and RCG-DC3. - Researched the error message. - Restarted several services on both domain controllers to resolve the vss writers failures. - Researched other potential fixes and searched for hotfixes online. - The C: drive of both domain controllers need to be repaired through check disk. - Sent an email to Bruce requesting permission to reboot the domain controllers overnight with check disk enabled. <p>Next Steps:</p> <ul style="list-style-type: none"> - Wait for approval. - Schedule reboot with check disk. 				
09/13/2016	Adkison, Todd	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down - Full Outage</p> <p>Steps Taken:</p> <ul style="list-style-type: none"> - Troubleshoot Outlook producing "Use Temporary Mailbox" option. - Researched online. - Deleted OSTs. - Downloaded and ran Process Monitor. - Opened Outlook. - Reviewed the results. - Currently the only solution is to create a new mail profile. <p>Next Steps:</p> <ul style="list-style-type: none"> - No next steps. 	Y	0.80	148.02	\$118.42
09/13/2016	Adkison, Todd	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down - Full Outage</p> <p>Steps Taken:</p> <ul style="list-style-type: none"> - Configured RCG-DC2 and DC3 to reboot at 6 pm and 3:00 am with a full check disk. <p>Next Steps:</p> <ul style="list-style-type: none"> - Follow up on the reboots tomorrow morning. 	Y	0.30	148.02	\$44.41
09/13/2016	Adkison, Todd	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down - Full Outage</p> <p>Steps Taken:</p> <ul style="list-style-type: none"> - Reviewed Receive connectors on ROCKCAS1. - Ran a message log trace for all send messages after 12:00 pm today. - Reviewed the results. - Sent email to Bruce requesting additional information. <p>Next Steps:</p> <ul style="list-style-type: none"> - Follow up with Bruce. 	Y	0.50	148.02	\$74.01
09/14/2016	Adkison, Todd	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down -</p>	Y	0.30	148.02	\$44.41

		Full Outage				
		<p>Steps Taken:</p> <ul style="list-style-type: none"> - Verified RCG-DC2 and DC3 rebooted successfully. - Verified the C: drive on both servers are in a healthy state. - Started and completed a Veeam backup for the Domain Controllers job. <p>Next Steps:</p> <ul style="list-style-type: none"> - No further action is required. 				
09/15/2016	Adkison, Todd	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down - Full Outage</p> <p>Steps Taken:</p> <ul style="list-style-type: none"> - Ran the ResetSearchIndex.ps1 powershell script. - Updated the client. <p>Next Steps:</p> <ul style="list-style-type: none"> - Wait for the index to complete. 	Y	0.30	148.02	\$44.41
09/16/2016	Adkison, Todd	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down - Full Outage</p> <p>Steps Taken:</p> <ul style="list-style-type: none"> - Mailbox Database 1126104002 indexing is complete - Mail DB1 indexing is still in progress. - Updated the client. <p>Next Steps:</p> <ul style="list-style-type: none"> - Check indexing progress on Mail DB1. 	Y	0.30	148.02	\$44.41
09/19/2016	Adkison, Todd	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down - Full Outage</p> <p>Steps Taken:</p> <ul style="list-style-type: none"> - Logged into ROCKMAIL. - Searched in the Application log for event id 110. - Indexing completed for Mail DB1 on 9/16 @ 10:37 pm. - Sent email to Bruce. <p>Next Steps:</p> <ul style="list-style-type: none"> - No further action is required. 	Y	0.30	148.02	\$44.41
09/20/2016	Adkison, Todd	<p>Service Ticket:294233</p> <p>Summary:Rockdale County Down - Full Outage</p> <p>Steps Taken:</p> <ul style="list-style-type: none"> - Disabled circular logging on database Mail DB1. - Re-mounted the database to complete the operation. <p>Next Steps:</p> <ul style="list-style-type: none"> - No further action is required. 	Y	0.50	148.02	\$74.01

Subtotal: \$13,023.54

Invoice Time Total:

Billable Hours:

67.20



InterDev, LLC
 2650 Holcomb Bridge Road
 Suite 310
 Alpharetta, GA 30022
 United States
 (770) 643-4400

Bill To:
Rockdale County 943 Court Street Conyers, Georgia 30012 Conyers, GA 30012

Date	Invoice
09/20/2016	CW1010227
Account	
Rockdale County	

Terms	Due Date	PO Number	Reference	
Net 15 Days	10/05/2016		Emergency Tier 3 Support	

Services	Work Type	Hours	Rate	Amount
<u>Billable Services</u>				
Systems Engineer	Standard: Remote	40.90	148.02	\$6,054.04
Systems Engineer	AfterHours: Emergency	26.30	265.00	\$6,969.50
Total Services:				\$13,023.54
Please Remit Payment to: InterDev, LLC 2650 Holcomb Bridge Road Suite 310 Alpharetta, GA 30022		Invoice Subtotal:		\$13,023.54
		Fulton County Sales Tax:		\$0.00
		Invoice Total:		\$13,023.54

Thank You For Your Business! 1.75% finance charge per month assessed after 15 days past terms.



InterDev, LLC
 2650 Holcomb Bridge Road
 Suite 310
 Alpharetta, GA 30022
 United States
 (770) 643-4400

Bill To:
Rockdale County 943 Court Street Conyers, Georgia 30012 Conyers, GA 30012

Date	Invoice
09/20/2016	CW1010226
Account	
Rockdale County	

Terms	Due Date	PO Number	Reference	
Net 15 Days	10/05/2016		Emergency Tier 3 Support - BGP	

Services	Work Type	Hours	Rate	Amount
<u>Billable Services</u>				
Systems Engineer	AfterHours: Non-Emergency	4.00	265.00	\$1,060.00
Systems Engineer	Standard: Remote	28.00	148.02	\$4,144.56
Total Services:				\$5,204.56
Please Remit Payment to: InterDev, LLC 2650 Holcomb Bridge Road Suite 310 Alpharetta, GA 30022		Invoice Subtotal:		\$5,204.56
		Fulton County Sales Tax:		\$0.00
		Invoice Total:		\$5,204.56

Thank You For Your Business! 1.75% finance charge per month assessed after 15 days past terms.

Invoice Time Detail

Invoice Number: CW1010226
Company: Rockdale County

Charge To: Rockdale County / Rockdale County - BGP Support Location: Main

Date	Staff	Notes	Bill	Hours	Rate	Ext Amt
09/20/2016	Schultheiss, Daniel	Service Ticket:297960 Summary:Rockdale County - BGP Support	Y	28.00	148.02	\$4,144.56
09/20/2016	Schultheiss, Daniel	Service Ticket:297960 Summary:Rockdale County - BGP Support	Y	4.00	265.00	\$1,060.00

Subtotal: \$5,204.56

Invoice Time Total: **Billable Hours:** **32.00**